

Application No.: 09/451,592  
Filed: November 30, 1999  
Group Art Unit: 2155

**IN THE SPECIFICATION**

Please amend the title as follows:

~~METHOD AND APPARATUS FOR PROVISIONING, ASSIGNMENT,  
MEASUREMENT AND AUDIT SERVICES PROVIDED TO CLUSTERED NETWORK  
SITE USERS, AND TO GENERATE SERVICE-LEVEL AGREEMENT REPORTS~~

**METHOD AND APPARATUS FOR IMPLEMENTING  
A SERVICE-LEVEL AGREEMENT**